

QUALITY POLICY STATEMENT

It is Kennedy Plumbing's Policy that Quality Management is the basis on which its services and business operations will be built. Through this policy, Management is committed to develop and maintain quality-based operation philosophies and business processes.

The philosophy of Quality Services for all clients and the expectations of Management, will be instilled in employees during induction and reinforced throughout their employment with Kennedy Plumbing.

We will work towards reducing the costs of the project through on-going productivity improvements, achieving services which are consistent, predictable and of uniform delivery.

We will implement systems and procedures based on the prevention of defects, waste, re-work and other costs of quality, rather than on their detection, to achieve quality-assured standards.

The Quality Management System and Policy will be reviewed annually to ensure compliance with legislative requirements and industry standards. Development and improvement will enhance services to our clients and provide a professional base for continued growth of the Company.

The Health and Safety of our employees is paramount. We will develop the skills, knowledge and abilities of our people through intensive awareness and training programs. Skills will be developed throughout the workforce.

We will encourage our employees to have initiative and forethought, both towards our clients and fellow workers, and to be responsible for the quality of their work. We will create a working environment based upon respect for the individual, and foster pride and satisfaction in their work.

We recognise the importance of using quality-assured products and services and, therefore, will apply this policy to our suppliers, contractors and associates, to create participatory contractual relationships.

S Kennedy

.....

5th December 2012

(Internal review completed annually – September)

Allan Kennedy Shannon Kennedy Christopher Kennedy

DIRECTORS